Shareholder Communication Measures

As a computer science student, your professional career will most likely be related to creating or managing various types of software. According to the CHAOS Report which has been published since 1994, controlling the quality of software has always been a real world challenge as the software development projects' failure rate has been consistently around 30% (Hastie & Wojewoda, 2015). Each failed software development project will financially cost to the company or the organization needs that software. According to Hastie & Wojewoda (2015), among the factors that contribute to a successful software development project are the following: *executive support* (if the executives provide sufficient financial and emotional support to the project), *emotional maturity* (how the project team members work together), and *user involvement* (if users are involved in the project to assist development team make right decisions). All three of these factors heavily depend on the right communication measures applied by the software development project team. This is important because the executives, development team members, and users are the most critical shareholders who share the benefit and desire to see the software development project's success. To help managers of software development projects better understand the status of software development projects and to better deliver effective communication to these shareholders, various types of software development metrics have been proposed. So far, all the methods to define software development metrics can be classified into two categories: software-focused and software development process-focused.

Reference

Hastie,S., & Wojewoda, S. (2015, October 4). *Standish group 2015 chaos report: Q&A with Jennifer Lynch*. Retrieved from https://www.infoq.com/articles/standish-chaos-2015